

	U	i	Document ID	Issue Date	Pages	Title	Current OR	Current XRe	Retrieval C	Inventor	S	C	P	2	3	4	5
1			US 6173053 B1	20010109	10	Optimizing call-center performance by using predictive data to distribute	379/266	379/265 ; 379/309		Bogart, Frank J. , et al.	<input checked="" type="checkbox"/>						
2			US 6163607 A	20001219	13	Optimizing call-center performance by using predictive data to	379/266	379/265 ; 379/309		Bogart, Frank J. , et al.	<input checked="" type="checkbox"/>						
3			US 5915010 A	19990622	19	distribute agents among calls System, method and user Interface for data announced call transfer	379/212	379/142 ; 379/246 ; 379/265 ; 379/309		McCalmont, David T.	<input checked="" type="checkbox"/>						
4			US 5675637 A	19971007	25	Method for automatically obtaining and presenting data from multiple data sources	379/142	379/112 ; 379/122 ; 379/127 ; 379/201 ; 379/265 ; 379/93.23		Szlam, Aleksander , et al.	<input checked="" type="checkbox"/>						
5			US 5511112 A	19960423	22	Automated voice system for improving agent efficiency and improving service to parties on hold	379/88.25	379/162 ; 379/214 ; 379/265 ; 379/266 ; 379/77 ; 379/88.21		Szlam, Aleksander	<input checked="" type="checkbox"/>						
6			US 5309505 A	19940503	25	Automated voice system for improving agent efficiency and improving service to parties on hold	379/88.01	379/162 ; 379/214 ; 379/265 ; 379/266 ; 379/77		Szlam, Aleksander , et al.	<input checked="" type="checkbox"/>						

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	Type	L	Results	Search Text	DBs	Time Stamp	Comments	Error	Definition	Error
1	BRS	L1	0	preferred adj agent	USPA T	2001/03/ 24 12:18				0
2	BRS	L2	0	prefered adj agent	USPA T	2001/03/ 24 12:17				0
3	BRS	L3	346	lik\$\$\$\$ adj agent	USPA T	2001/03/ 24 12:18				0
4	BRS	L4	0	preferred near agent	USPA T	2001/03/ 24 12:19				0
5	BRS	L5	7137	acd or pbx or pabx	USPA T	2001/03/ 24 12:19				0
6	BRS	L7	433	reserv\$\$\$\$ near request	USPA T	2001/03/ 24 12:20				0
7	BRS	L8	0	l6 and l7	USPA T	2001/03/ 24 12:20				0
8	BRS	L6	24	l3 and l5	USPA T	2001/03/ 24 12:26				0
9	BRS	L9	790	lvru or vru or (interactive adj voice adj response)	USPA T	2001/03/ 24 12:26				0
10	BRS	L10	6	l6 and l9	USPA T	2001/03/ 24 12:27				0

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	U	I	Document ID	Issue Date	Pages	Title	Current OR	Current XRe	Retrieval C	Inventor	S	C	P	2	3	4	5
1			US 6046762 A	20000404	15	Multimedia telecommunication automatic call distribution	348/14.11	379/265 ; 379/93.21		Sonesh, Arl , et al.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2			US 5987102 A	19991116	18	Method and apparatus for bridging a voice call including selective	379/93.17	379/212 ; 379/265 ; 379/93.25		Elliott, John D. , et al.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3			US 5625678 A	19970429	19	provision of information in Method and apparatus for allowing switched voice and data communication	379/93.08			Blomfield-Brown, Christopher	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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1	<input checked="" type="checkbox"/>	<input type="checkbox"/>	US 6108406 A	20000822		System and method for downloading Internet based information to an adsl phone slot	379/93.25	379/90.01		Mitchell, Andrew J. , et al.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2	<input checked="" type="checkbox"/>	<input type="checkbox"/>	US 6058415 A	20000502		System and method for integration of communication systems with computer-based information systems	709/200	379/90.01 ; 709/202 ; 709/206 ; 709/227 ; 709/228 ; 709/238 ; 709/250		Polcyn, Michael J.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3	<input checked="" type="checkbox"/>	<input type="checkbox"/>	US 6016336 A	20000118		Interactive voice response system with call trainable routing	379/88.23	379/71 ; 379/88.25 ; 379/917 ; 379/93.12		Hanson, Bruce Lowell	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4	<input checked="" type="checkbox"/>	<input type="checkbox"/>	US 5999525 A	19991207		Method for video telephony over a hybrid network	370/352	370/389 ; 370/392 ; 379/114 ; 379/90.01 ; 379/93.07		Krishnaswamy, Sridhar , et al.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5	<input checked="" type="checkbox"/>	<input type="checkbox"/>	US 5867494 A	19990202		System, method and article of manufacture with integrated video conferencing billing in a distributed computer based conferencing systems	370/352	370/389 ; 370/392 ; 379/114 ; 379/90.01 ; 379/93.07		Krishnaswamy, Sridhar , et al.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6	<input checked="" type="checkbox"/>	<input type="checkbox"/>	US 5590128 A	19961231		System and method for downloading Internet based information to an adsl phone slot	370/260	379/202		Maloney, Michael , et al.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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